

Certified Validation Report

Audit Information:

Water Supplier Name: [Dublin San Ramon Services District](#)

PWSID: [0110009](#)

System Type: [Potable](#)

Audit Period: [7/1/2017-6/30/2018](#)

Utility Representation: [Stefanie Olson](#)

Validation Date: [Completed 9/27/2018](#)

Validation Findings & Confirmation Statement:

Key Audit Metrics:

Data Validity Score: [71](#)

Data Validity Band (Level): [71 out of 100](#)

ILI: [0.49](#)

Real Loss: [75.696 MG/Yr](#) Apparent Loss: [44.700 MG/Yr](#)

Non-revenue water as percent of cost of operating system: [2.7%](#)

Certification Statement by Validator:

This water loss audit report has been Level 1 validated per the requirements of California Code of Regulations Title 23, Division 2, Chapter 7 and the California Water Code Section 10608.34.

All recommendations on volume derivation and Data Validity Grades were incorporated into the water audit. ☒

Recommendations for 2018 audit were provided to DSRSD staff. Recommendation to DWR to revise the DVG criteria to not require meter accuracy testing when 100% AMI on water systems tracked regular (daily or weekly) alerts and followed up with field verification on a weekly/monthly basis (before the billing cycle) when a replacement policy is in place that is based on cost efficiency to replace versus test and repair meters. The DVG was forced to be downgraded as discussed with DWR for customer meter inaccuracies and billed metered consumption components due to adherence with AWWA Water Audit Software listed DVG criteria.

If not, rejected recommendations are included here.

Validator Information:

Water Audit Validator: [Lisa Maddaus](#)

Qualifications: [AWWA CA-NV Certified](#)



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Water Audit Period:

Water Audit & Water Loss Improvement Steps:

The District's data validity score actually decreased by 2 points this year since more review and analysis was conducted by a team of subject matter experts. The team reviewed the descriptions of each validity score and determined the appropriate score for each entry. The District realized the water volume data and cost data submitted in 2017 did not reflect the same time period. The water volume data reflected calendar year and the cost data was fiscal year. To accurately represent the reporting period data, the District has chosen to report on a fiscal year basis, rather than calendar year basis, ensuring water volume and cost data align for the reporting.

Real losses and apparent losses appear to have increased from the previous year. District staff believes this is due to the use of default values for the data fields for "unbilled unmetered," "unauthorized consumption," "customer metering inaccuracies," and "systematic data handling errors." The District entered a value for "unbilled unmetered" in the 2017 reporting year, however, upon more research and with a better understanding of the data validity scoring methodology, District staff felt that there was not enough consistent documentation of practices and data during this reporting period to enter an appropriate value and data validity score. The District meters and bills all water uses, even District operational uses. In fact, the "unbilled and unmetered," "unauthorized consumption," and "customer meter inaccuracies" entries would likely be lower than the entered default values since the District utilizes AMI and SCADA systems, which tracks and sends regular alerts that are reviewed and if needed, field verified. In an effort to improve real loss and apparent loss entries, the District will work towards creating a system that will gather all necessary data that will eliminate the use of the default values and provide relevant volumetric data, as well as a documentation of practices

It will be difficult for the District to improve the validity score for the customer meter and inaccuracies entry due to the way it is written. The District utilizes an AMI system that has tracking and alert features that aid in identifying faulty meters. When meter inaccuracies are found the meter is removed and replaced. The District has found it to be more efficient and cost effective to remove and replace meters than testing them.

Certification Statement by Utility Executive:

This water loss audit report meets the requirements of California Code of Regulations Title 23, Division 2, Chapter 7 and the California Water Code Section 10608.34 and has been prepared in accordance with the method adopted by the American Water Works Association, as contained in their manual, *Water Audit and Loss Control Programs, Manual M36, Fourth Edition* and in the Free Water Audit Software (Version 5).

Executive Name (Print)

Executive Position

Signature

Date